

CRITICAL INCIDENT REPORTING: DEFINITIONS OF REPORTABLE INCIDENTS

Physical Abuse

Any excessive or inappropriate physical force directed at an individual by a person in a position of trust or authority. It may also include the use of excessive force or aggression by an individual who is not responsible for providing supports or services.

Sexual Abuse

Any sexual behaviour directed at an individual by a contractor or any other person in a position of trust or authority. May also include inappropriate, unsolicited or forced sexual attention from persons connected to an individual but not responsible for their services or supports.

Emotional Abuse

Any act or lack of action that diminishes an individual's sense of well-being, perpetrated by another person in a position of trust or authority.

Financial Abuse

Abuse or misuse of an individual's funds and assets by a person in a position of trust or authority (e.g. obtaining property and funds without the individual's knowledge and full consent), or in the case of an incompetent person, not in their best interests.

Neglect

Any deprivation of an individual's requirements for food, shelter, medical attention or supervision, which endangers the safety of the individual.

Death

Any death of an individual.

Poisoning

Any ingestion of poison by an individual.

Suicide Attempt

Any attempt by an individual to take their own life.

Sentinel Event

An unexpected occurrence involving death or serious injury that signals a need for immediate investigation.

Use or Possession of Weapons

A situation in which an individual receiving service has, uses, or threatens to use an object as a weapon. Also a situation in which a weapon is used by others to harm or threaten an individual receiving service. A weapon is any object being used to threaten, hurt or kill a person or destroy property. Weapons may be used to attack, defend, or threaten, and include loaded or unloaded firearms, knives, swords, mace, pepper spray, or their derivatives; and improper use of laser beams.

Use or Possession of Licit or Illicit Drugs

The misuse or over-use of a legal substance for a non-therapeutic or non-medical effect; such as the over-indulgence in and dependence on alcohol or a narcotic drug. Also covers any use of an illicit substance, or the use of a psychotropic drug without appropriate medical authorization.

***NOTE:** There is no specific category of incidents for individuals who have had “contact with the law” (e.g. stopped by the police, arrested or incarcerated), yet this can be a significant event that has implications for support requirements. Service providers should report with the category that coincides with the “precipitating” reason for the interaction such as possession of drugs, weapons, and aggression or, alternatively, with the “result” such as injury or disruption of service. If unsure about the need to report, the service provider can consult with the analyst.*

Use of Seclusion

Separation of an individual from normal participation and inclusion in an involuntary manner. The person is restricted to a segregated area and denied the freedom to leave it. Seclusion is different from containment in that the person is left alone.

Aggressive / Unusual Behaviour

Any aggressive or unusual behaviour on the part of an individual towards another person or persons. Each event does not need to be reported when a behaviour problem has been identified, appropriately assessed, a Behaviour Support–Safety Plan developed, approved and documented in the individual’s support plan.

Fall

Any fall where the individual requires emergency care by a physician or transfer to hospital.

Disease/Parasite Outbreak

Any outbreak of a communicable disease, or parasites such as scabies, or any occurrence of a reportable disease in a residence or program. An outbreak is the occurrence of a disease beyond the normally expected incidence level.

Unexpected Illness

Any unexpected illness of an individual who requires transfer to a hospital or emergency care by a physician.

Medication Error

Any mistake in administering medication that adversely affects an individual, or requires emergency care of an individual by a physician or transfer of the individual to hospital.

***NOTE:** Although not all medication errors require a report to, and an immediate review by, an Analyst, the number and type of medication errors made with respect to specific individuals or resources should be reviewed as an element of monitoring standards and contract requirements.*

Motor Vehicle Accident

Any motor vehicle accident where injuries occur to an individual while in the care or supervision of a service contractor.

Missing/Wandering Person

Any unscheduled or unexplained absence of an individual from a residence or program, or while in the community under the care or supervision of a service provider.

Other Injury

Any other injury to an individual that requires emergency transfer to hospital or emergency care by a physician.

Disruption of Services/Service Delivery Problem

Any service disruption that affects the delivery of services to individuals; e.g., incarceration, planned hospitalization, fire, flood, labour action.

Use of Restraint

Use of a physical, mechanical, chemical or other means of restraint to temporarily subdue or limit the freedom of movement of an individual. Includes containment, which is restraining a person's freedom of movement within a certain area (e.g. half door that contains a person within one room; locked exits; or locking seatbelts in a vehicle). Restraint protocols must be part of an approved Behaviour Support–Safety Plan. Each incident must be reported and documented.

***NOTE:** Where administration of a PRN is built into an individual's Health Care Plan or Protocol, this is not considered a 'chemical restraint' and is, therefore, not reportable as a Critical Incident.*

Use of Exclusionary Time Out

The removal of an individual from a situation and environment for a limited period of time so as to prevent harm to them or others. It does not include positive re-direction of a person to a safe, quiet place. It also differs from seclusion in that the person is not left alone. Exclusionary Time-Out must be part of an approved Behaviour Support–Safety Plan.

Restriction of Rights

The removal of the individual's access to activities. It does not include standard safety practices or reasonable house rules. Restriction of Rights must be part of an approved Behaviour Support – Safety Plan.

Communicable Disease

Any occurrence of an illness caused by a micro-organism (bacteria, virus or fungus, parasite) and transmissible from an infected person or animal to another person or animal. Transmission can be by direct or indirect contact with infected persons or with their excretions (e.g. blood, mucus, semen) in the air, water, food, or on surfaces or equipment.

Use of Infection Control

Implementation of policies and procedures to reduce the occurrence and spread of infections, especially in hospitals and health care facilities.

Bio-hazardous Accident

An accident involving any material that can cause disease in humans or animals, or cause significant environmental or agricultural impact. Bio-hazardous material includes viruses, fungi, parasites, and bacteria and their toxic metabolites; as well as blood, other body fluids, and human tissues, cells or cell cultures.